



ADA Coordinators' Academy

Session II

**Congratulations! You're the ADA
Coordinator; Now What?**

**Presented by the San Francisco
Mayor's Office on Disability**

Session Training Objectives

- ❑ An overview of the Americans with Disabilities Act (ADA) and basic concepts of Title II.
- ❑ Duties of a Departmental ADA Coordinator.
- ❑ ADA Coordinator Action Items





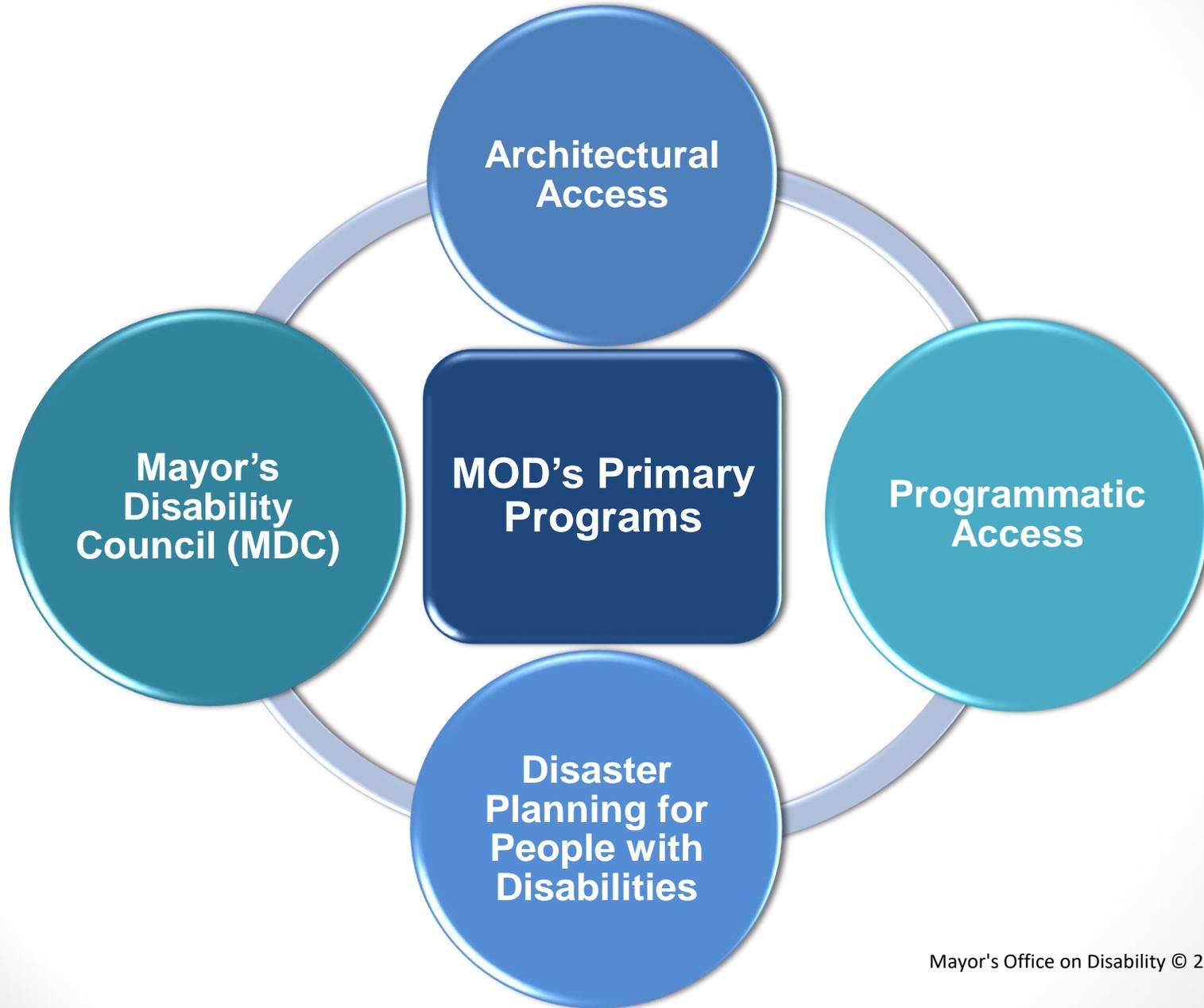
Mayor's Office
on Disability

City and County of San Francisco

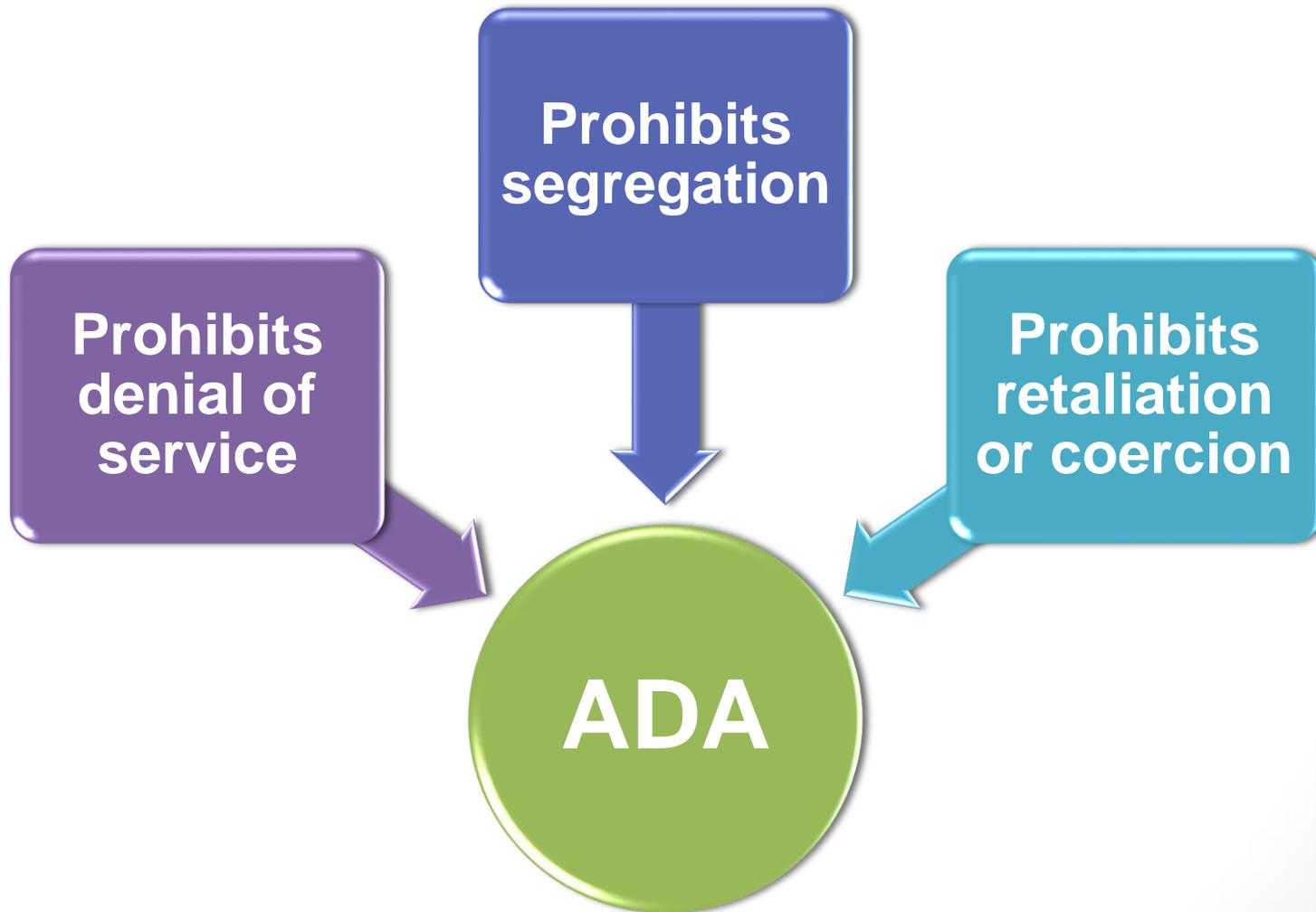
About MOD

- Mayor Willie Brown established the office in 1998 and designated MOD as the City's overall ADA Coordinator.
- Our mission is to ensure that every program, service, benefit, activity and facility operated or funded by the City and County of San Francisco ***is fully accessible to, and useable by, people with disabilities.***

What We Do



The ADA is a Civil Rights Law with Basic Provisions:



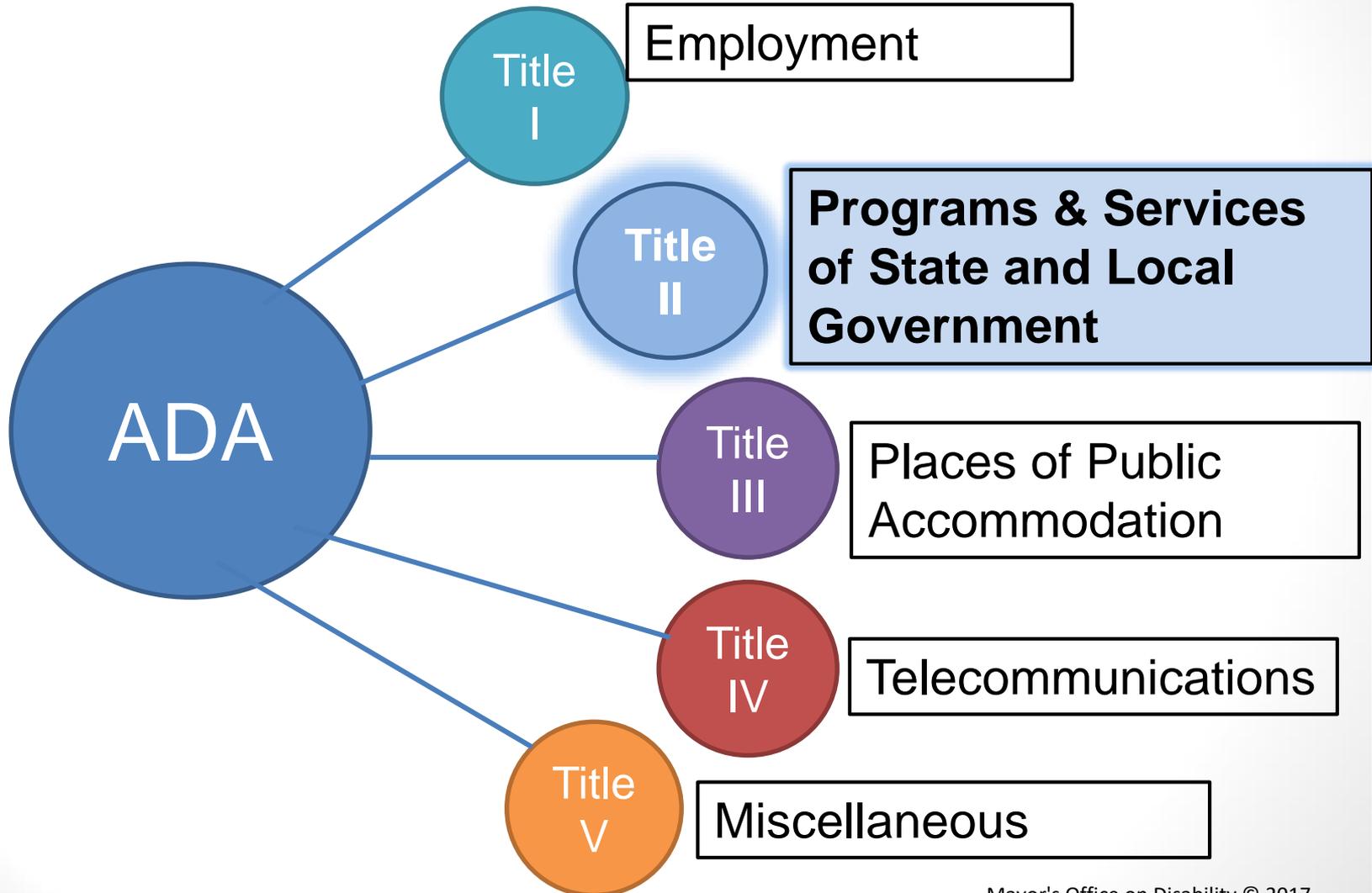
Civil Rights Laws

Definition of Disability



*Substantial does not apply in CA law

Where Does ADA Apply?



Title II – Application

Who does it apply to?

- All local & state government programs, services & activities
- Public transportation & paratransit services
- Licensing bodies



Title II – Administrative Requirements

- ✓ Designated ADA Coordinator
- ✓ Notice of Rights
- ✓ Self-Evaluation
- ✓ Transition Plan for facilities
- ✓ ADA Grievance Procedure

Title II – Equal Opportunity



Architectural Access

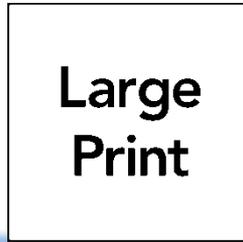
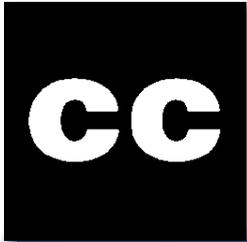


Reasonable Modifications

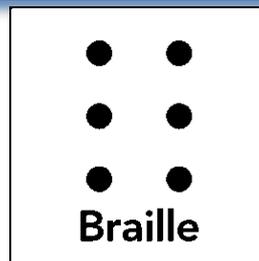


Effective Communication

What is Programmatic Access?



- Under Title II of the Americans with Disabilities Act, City services must be “**accessible** to and **usable** by people with disabilities”.
- It goes beyond physical accessibility to include **reasonable modifications** and equally **effective communication**.



What are Reasonable Modifications?

Reasonable Modification to Policies, Practices and Procedures:

- We have the obligation to modify our policies, practices and procedures when needed to provide equal access.

Examples:

- Granting extra time for public comment for a person with speech impairment;
- Providing an individual who is unable to stand with a chair while waiting for service.

What is Effective Communication?

Equal Access to Information:

- We have the obligation to provide people with disabilities information in a way that they are able to understand it.
 - This is done through the provision of equipment **or** auxiliary aids and services.
 - The choice of what to provide lies with the person with the specific disability.

Examples:

- A blind person receives information electronically instead of print;
- A sign language interpreter is scheduled for a Deaf individual to attend a meeting.

Limits to the City's Title II Obligations

Limitation	Definition	Analysis
Fundamental Alteration	A change that alters the essential nature of the program.	It is the public entity's burden to establish that the requested modification would fundamentally alter its service system.
Undue Financial Burden	"Undue burden" means accomplished with significant expense.	To determine undue financial burden, we must consider <u>all resources of the parent entity.</u>
Undue Administrative Burden	"Undue burden" means accomplished with significant difficulty.	The determination must be based on all resources available for use in the program.



See you in 10 minutes!

Why Does My Department Need an ADA Coordinator ?



Because, People with Disabilities Are Part of the Public We Serve

- **1 out of 5 adults in the U.S. have a disability.**
 - **1 in 4 woman** have a disability
 - **3 in 10 minorities** (non-Hispanic blacks) have a disability

(Centers for Disease Control and Prevention)

- **12.6% of people in the U.S. have a disability.**
 - 6.6% have an ambulatory disability
 - 4.8% have a cognitive disability
 - 4.5 % have issues with independent living
 - 3.6 % have a hearing disability
 - 2.5% have issues with self-care
 - 2.3% have a vision disability

(American Community Survey 2015)

And Because it's the Law!



- Title II Regulations cover “public entities” such as City Departments.
- *Administrative requirements under Title II require that a public entity with 50 or more employees must have an ADA coordinator.*
- All departmental activities, services, and programs must be ***fully accessible to, and useable by, people with disabilities.***

In other words...



***You are the link to
disability access***

As the ADA Coordinator you are Expected to:

- 1. Be proactive to ensure overall ADA Compliance for your department.**
- 2. Be the department's ADA resource person.**
- 3. Provide notice of ADA requirements to the public.**

Disability Access Posters

Would you like help with access to our services? Please let us know!

Questions? Need more help?
Contact John Dogooder at 555-1212 or John.Dogooder@sfgov.org



We are a scent free office! Thank you for your consideration.

The Mayor's Office on Disability is a Scent-Free Office
Please refrain from wearing any scented products when visiting our office. (This includes perfume, scented lotions, detergents, or hairsprays, etc.)
Thank you for helping us to provide an office that is fully accessible to all people with disabilities.

Remember, Contractors Must Comply with the ADA, Too!



- City departments must ensure that contractors provide programs, services or activities in an accessible manner both architecturally and programmatically.
- ADA compliance and responsibilities should be talked about from the Request For Proposal (RFP) process all the way through contract negotiations.
- Departments should include ADA compliance as part of the contract monitoring process.

Follow the ADA Grievance Procedure

- ✓ **Conduct** an informal but thorough investigation.
- ✓ **Document** the complaint and facts of the case.
- ✓ **Analyze** findings based on ADA regulations.
- ✓ **Problem solve** with department staff and outline a course of action.
- ✓ **Be the central** communication point with your department, MOD and the complainant.
- ✓ **Provide** the final response to the complainant.



Self Reflection Activity



- Write one action item that you want to implement in your department to improve accessibility.

Summing Up

1. **Be visible and proactive** about disability access.
2. **Lead by example** to create a disability friendly culture.
3. **Train your department staff.**
4. **Follow through with complaints & accommodations.**
5. **Consult with others** (MOD & ADA Coordinators).



Additional Resources



- **Mayor's Office on Disability's Website**
 - **[ADA Coordinator's Toolkit](http://sfgov.org/mod/ada-coordinator-toolkit)**
(<http://sfgov.org/mod/ada-coordinator-toolkit>)

- **[Pacific ADA Center](http://www.adapacific.org/)**
555 12th Street, Suite 1030
Oakland, CA 94607-4046
Voice & TTY: 510.285.5600
(<http://www.adapacific.org/>)

- **[Department of Justice ADA Technical Assistance Program](http://www.ada.gov/taprog.htm)**
Voice: 800-514-0301
TTY: 800-514-0383
(<http://www.ada.gov/taprog.htm>)

Thank You!

For more questions & information contact:

Joanna Fraguli, Deputy Director for Programmatic Access

Tel: 415.554.6750 or Joanna.Fraguli@sfgov.org

Heather Kittel, ADA Grievance & Intake Coordinator

Tel: 415.554.6060 or Heather.Kittel@sfgov.org

Donna Adkins, Programmatic Access Specialist

Tel. 415.554.6703 or Donna.Adkins@sfgov.org





Coming Up ...

Session III

Beyond the Front Door... Evaluating our policies and procedures

Tuesday, April 11, 2017

9:00 a.m. – 12:00 p.m.

1155 Market Street., 10th Fl.

LightHouse Meeting Room